



GIG
CYMRU
NHS
WALES

Ymddiriedolaeth GIG
Gwasanaethau Ambiwylans Cymru

Welsh Ambulance Services
NHS Trust



NHS 111 **Wales**



NHS 111 Wales is here to help

- If you are feeling unwell and you don't know what to do,
- If you want information about local health services and different health conditions.



You can phone **NHS 111 Wales** for free, 24 hours a day, every day.

The phone number is **111**



You can go online to the NHS 111 Wales website.

Go to **www.111.wales.nhs.uk**

Phoning NHS 111 Wales



When you phone you will hear recorded voice messages.

Listen carefully.

Choose the options that are best for you.



A call handler will ask questions to find out what help you need.

They might be able to give you the right help.



You might need to talk to someone else.

You might talk to

- A nurse
- A dental nurse
- Health Information staff

If it is busy, they might need to phone you back later.



They might tell you how you can look after yourself.

They might tell you to go to see a pharmacist.



If your problem is more serious, they might tell you

- to go to see a doctor
- or to go to the hospital



If your problem is very serious, NHS 111 Wales can call an ambulance for you.



You can also phone 111 if you need your doctor but your doctors surgery is closed.

www.111.wales.nhs.uk



You can get lots of health information on the NHS 111 Wales website.



There is lots of information about being healthy and living well.



You can check where your local health services are.



There are pages on the website for **easy read** information on different health topics.



Go to **www.111.wales.nhs.uk** and look for the Easy Read Dragon.